

New Wokingham Road Surgery Patient Participation Group

Minutes of the Meeting held on Friday 15th March 2024

Present:

Andy Wells-King (AW-K) – Chairman

Sue Honey (SH)

Brenda Metcalf (BM)

Mary Twomey (MT) - Treasurer

Jasmin Bushnell (JB) – Secretary

Laura Dalwood (LD)

(Surgery representatives)

Garry Curran (GC)

Karen Markham (KM)

Judy O'Regan (JO'R)

Noel Twomey (NT)

Sheila Dinan (SD)

1. **Apologies:** David Broderick (DB) and Sally Abbott (SA)
2. **Minutes of the Meeting** held on 12th January 2024 were approved.
3. **Matters Arising:** There were none.
4. **Information from the Practice**

- **New Starters/ Leavers**

- Jess Paternoster (Receptionist) has left us after 6 years. She has bought a new home with her partner and now started a new job at a Mortgage Company in Camberley. We wish Jess a very happy future and I'm sure patients, staff and PPG will miss her lots.

- Molly Collins (Serious Mental Health Practitioner) is leaving us after a year. She is going on to do the same type of job role in the community. She worked alongside our patients who suffer with Serious Mental Health issues and made a huge impact on their well-being. We wish her all the best and will miss her greatly.

- We are currently recruiting for 2 new part time receptionists

- We are currently recruiting for a Practice Nurse or Assistant Nurse Practitioner as Peta will be leaving soon.

- Practice Manager Susan Vickers will not be replaced by a new Practice Manger but the role that she does will be shared with our Operations Manager Jane Kirkwood and other members of the surgery admin team.

- In February 2024 we were shadowed by Trainee Paramedic Tom Flower who is currently studying at Oxford Brookes University as part of the Surgery Trainee Program being run by our resident paramedic Amy.

- **Call volumes**

- In October 2023 we had 5811 inbound calls with an average queue time of 2m 25secs

- In November 2023 we had 5640 inbound calls with an average queue time of 2m 56secs

- December 2023 we had 4389 inbound calls with an average queue time of 1m 58secs

- In January 2024 we had 5766 inbound calls with an average queue time of 2m 27secs

- In February 2024 we had 5478 inbound calls with an average queue time of 2m 28secs

- **Current patient list size**

9301 – We were at 9101 in October 2023 patients registered with New Wokingham Road Surgery.

Obviously more have registered in this timeframe but that is offset by the people that leave. A total of 447 registrations were processed (New starters and leavers) since October! There have been lots of transfers from Finchampstead Surgery since they culled their out of area patients and Ringmead (Crowthorne) since their patients are struggling to get appointments.

Award

- In November 2023 we were advised that our Primary Care Network had come top of 560 PCN's in NHS England in relation to one of the key Eclipse award categories. Equality of Care Awards 2023 Cancer Screening and the overall winner was awarded to New Wokingham Road Surgery and Woosehill Surgery PCN.

- **Deep Clean of the entire Surgery**

This has been done on 2nd March 2024

- **TIPS DAY** (Staff training) 5th March 2024

The nurses underwent a cancer care review training day organised by Michelle Yeates

- **Hospital Blood test requests**

- Currently the surgery is very busy with blood tests and are now having to refer patients back to the hospitals for their hospital requested routine blood tests to use the online booking service call Swiftqueue: <https://www.swiftqueue.com/> in the hope that this will reduce the number of routine blood test appointments booked at the surgery

- **Pharmacy prescribing**

We are now aware of a new initiative where some Pharmacies are able to prescribe for patient with any of the following 7 simple illnesses: Sore throat, earache, sinusitis, impetigo, shingles, infected insect bites and uncomplicated UTI's (aged 16-65). This will involve the patient telephoning a pharmacy or popping in to see if they have an available appointment with the prescribing pharmacist. This enables the surgery to free up appointments with clinicians for more urgent ongoing illnesses. We have checked and both Dukes and McParlands are participating in this initiative. We are still waiting to hear back from Skylight Pharmacy.

- **Charity Book Shelf**

We would like to thank all our lovely PPG Members for their assistance in looking after our library.

GC asked if there was a maximum amount of patients to staff ratio. LD replied that the surgery can "get around it" because they have extra staff such as paramedics etc.

KM asked about shingles vaccination and the new age range. LD stated that there was a delay for 65's-70 year olds getting their vaccines as everywhere is trying to catch up with 70 to 80 year olds currently.

JO'R asked whether ear wax removal could be done at hospital or the surgery as it is very expensive to be done elsewhere. LD stated that it is now not covered by the NHS. She suggested going to a pharmacy in the first instance to see if ear wax removal was necessary.

5. Treasurer's Report:

MT stated that there is £110.26 (which includes surgery float) in our account and since the last meeting £80.00 has been raised by walks and £86.45 by books. Monies raised from books since the end of May totals £734.12. £200 has been sent to MCMC since the last meeting, totalling £3800.00 sent to the charity. It was agreed to donate a final round figure of £4000.00 to MCMC before changing to another charity.

6. **Change of Charity:** AW-K read out an email for DB as he could not be present today. Regarding his comment about asking the staff at the surgery if they would like to put forward a nomination for which charity to support, LD said we should go ahead and decide ourselves. AW-K said that he was not keen on supporting a National Charity in favour of a local one. All agreed. Nominations were: Sebastian's Action Trust, Thames Valley Air Ambulance and Naomi House Hospice. A decision will be made when we have achieved the £4000 for MCMC.

7. Any Other Business.

- a) KM had attended a PPG Forum Meeting recently on behalf of AW-K. She stated that most of the discussion was about the provision of care in the Community which proposes keeping the elderly in their own homes and monitoring them with help from apps, following up with clinicians' visits.
- b) SH stated that she had liaised with Marta Fisher from BOB and they are now delivering free digital skills lessons based on NHS apps on a monthly basis. LD said she would advertise this at the surgery.

Action LD

8. Date of Next Meeting: Friday 28th June 2024 at 9.30am

JB 16. 03.24

Amendment to Item 4, Information from the Practice, Starters/Leavers

Following Susan Vickers retirement, Jane Kirkwood will be taking on the role of Practice Manager and also keeping some of her current work. Maxine Williams will become the Finance Manager and LD will be taking on some regular claims work.

18.03.24